

Meeting: Strategic Commissioning Board			
Meeting Date	03 February 2020	Action	Consider
Item No	8	Confidential / Freedom of Information Status	No
Title	Carers Tender and work update		
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Clinical Lead			
Council Lead	Cllr Andrea Simpson, Portfolio Holder Health & Wellbeing		

Executive Summary
This report provides an update in respect of a recent tender for Carers Services in Bury.
Recommendations
The Strategic Commissioning Board are asked to note the contents of this report.

Links to Strategic Objectives/Corporate Plan	Choose an item.
Does this report seek to address any of the risks included on the Governing Body / Council Assurance Framework? If yes, state which risk below:	No

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Have any departments/organisations who will be affected been consulted?	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>

Implications						
Are there any financial implications?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any legal implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any health and safety issues?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
How do proposals align with Health & Wellbeing Strategy?	Development of services for carers falls within the remit of developing health and care services in Bury and is part of the Health & Wellbeing Strategy.					
How do proposals align with Locality Plan?	Carers are one of the priorities identified in the Bury Locality Plan.					
How do proposals align with the Commissioning Strategy?	Ensuring appropriate support for carers is part of the Commissioning Strategy.					
Are there any Public, Patient and Service User Implications?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
How do the proposals help to reduce health inequalities?	Effective support for carers should reduce health inequalities and improve the mental, physical and wellbeing of the Bury population.					
Is there any scrutiny interest?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
What are the Information Governance/ Access to Information implications?	None					
Has an Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Is an Equality, Privacy or Quality Impact Assessment required?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any associated risks including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG /Council/ Strategic Commissioning Board's Risk Register?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Additional details	<i>NB - Please use this space to provide any further information in relation to any of the above implications.</i>					

Governance and Reporting		
Meeting	Date	Outcome
Add details of previous meetings/Committees this report has been		

Governance and Reporting		
Meeting	Date	Outcome
<i>discussed.</i>		

Update regarding Tender for Carers Services

1. Introduction

Carers are crucial to the effective delivery of health and care services in Bury and the whole of the UK, and significant work has been undertaken to understand the needs of carers in Bury. The Care Act 2014 outlined that carers should be on an 'equal footing' to those they care for, but the 'State of Caring 2016' report by Carers UK and the 'Care Act: One Year on' report by Carers Trust, both demonstrate that carers are still struggling to get the support they need with their caring role.

Evidence suggests that funding carer support services is also in general a highly cost-effective preventative investment – that for every £1.00 invested in carers, there is a potential equivalent reduction in local authority cost of £5.90 and with significantly greater social returns - i.e. when a 'Social Return on Investment' methodology considers a range of associated factors such as future tax receipts from carers enabled to return to work (Luke Clements, 2017).¹

Bury Council and Bury CCG wanted to understand the views of carers in Bury and therefore in Quarter 3 and 4 of 2018/19 undertook a twelve week borough-wide consultation of carers and those supporting carers. 400 carers took part in the consultation and engagement. As the existing provider of carers services reports having 1200 carers registered, this suggest a high proportion of engagement from carers.

The feedback and engagement of carers provided an opportunity to do something different and innovative in Bury, by putting carers in the driving seat of deigning the future support and services for carers that is right for them. The consultation revealed that although there is support for some of the current carers services in Bury, a significant number suggested that the available support, either isn't right for them, isn't what they need or want, isn't within the hours they can attend or isn't in a location they can get to. When asked 'do you think current carer services support you in your caring role' only 31% responded yes.

The exercise did highlight a multitude of community groups and volunteer led services that are already investing time and energy in listening to and supporting carers in Bury. This is something that should be widely recognised and built on.

The consultation exercise was followed up with a sequence of consultation feedback and engagement sessions for carers, providers and those who supported or had an interest in carers. This gave further opportunity for carers to offer their views, discuss concerns and shape the future services and support for carers in true co-production. There was also separate engagement with our young carers with appropriate support,

¹ <http://www.lukeclements.co.uk/wp-content/uploads/2017/01/0-Care-Act-notes-updated-2017-01.pdf>

enabling them to voice their views and aspirations for carers services in Bury.

2. Background to the tender

Following the extensive consultation and engagement of almost 400 carers and those supporting carers during 2018 and 2019, it was agreed that a revised model of services for carers in Bury would go out to tender. The specification was jointly worked through by health and social care commissioning staff with the feedback of the consultation and engagement at the core of the service re-design. There is confidence the specification also meets with the Greater Manchester, North West and national direction of travel of requirements in order to successfully support carers. The tender is currently under way and is due to close on 14 February; it is based on the eight key themes arisen from the engagement and consultation work, along with strategic priorities including:

- a focus on early intervention and prevention,
- identifying and supporting more carers and
- ensuring that carers live the best life they can.

The model will support carers over the age of 18, however with significantly stronger partnership working and relationships between young carer services and adult carer services, along with other partnerships across key services and sectors. This is welcomed by carers and a step forward in new ways of working through integrating services and working closely in partnership to ensure better outcomes for the carers and those they care for.

The model will be focused on a neighbourhood approach placing support for carers locally to where carers are, as this was a clear requirement from the feedback gathered. This aligns with the delivery of health and care services on a neighbourhood footprint through the Local Care Organisation. Carers also requested increased support services, activities and wider offer for carers in general.

The proposed tender aims to improve the universal offer for carers, with wider and more varied support throughout the communities. This will enable services to support more carers on a wider footprint based on local carers needs. In addition, Carers Personal Budgets will remain to enable carers to achieve the care act recognised quality of life outcomes which they are unable to achieve due to their caring role.

Tender and New Service Timeline

Detail of Stage	Date
Issue of Invitation to Tender via The Chest	20th December 2019
Closing date for clarification questions relating to the Tender to be submitted via The Chest	Monday 10 th February 2020
Closing date for submission of Invitation to Tender	12 Noon Friday 14 th February 2020
Evaluation of Tenders	w/c Monday 17 th February 2020

Due Diligence period	w/c Monday 2 nd March 2020
Decision Date to contract	Monday 30 th March 2020
Contracts signed following stand still period and legal process	11 April 2020
Implementation to commence	12 April – 31 May 2020

Other pieces of work evolved from the consultation

Alongside the development of new services for carers going out to tender. A gap identified by carers of all ages was the lack of consistent online information and or details of support, answers and signposting all in one place for carers. Therefore there is a task and finish group set up to design the Bury online offer ensuring an up to date, easy to use and quality, first point of call for information and signposting designed by carers for carers. This will be a separate carers channel hosted on the Bury Directory, there is also the development of a quality of life conversational tool for carers via supported or self-check, which will help carers identify and connect to available support to them.

The Carers Strategy Partnership, membership and terms of reference has been refreshed with an ask for partners across sectors to prioritise the partnership. In line with the outcomes of the consultation and GM/ NW requirements, the partnership will ensure there is an all aged Bury Carers Strategy addressing issues raised and collectively owning activities required. This will help in raising awareness of carers across services and sectors and trying to breakdown the highlighted via carers the disconnect across public sector services.

A continuation of excellent community carer support such as the Fed ' Time For You', a volunteer led service offering a break, support and direction to carers. The Social Care Institute for Excellence (SCIE) has developed a good practice guidance for commissioners and providers of carers' respite and carers' breaks in England and the Fed Time for You service provides one of the practice examples for the guide <https://www.scie.org.uk/carers/breaks/practice-examples>. Recognition and support for other community groups via connecting them to grant funding mechanisms and the VCFA. Also the start of new carer led support groups such as COPS (Concerned Other Peer Support), a support group for carers who have a family member or close friend, who is addicted or dependent on drugs and/or alcohol.

In response to better support of working carers there is the ongoing development of the Bury Working Carers Employee Hub and the adoption of the Carers Passport for Council employees. Bury Council have also assisted funding the Employers for Carers (EfC) online digital resources platform, a resource for employers of carers in Bury.

3. Finances

The funding for the new service is £200,000 per annum.

4. Conclusion

The tender for carer services to a neighbourhood footprint is a significant change to the way services have been previously delivered; this is in response to the request for change from carers themselves.

The new service will enable:

- Better health and wellbeing of our carers
- Wider engagement of carers across the whole of Bury
- Less carers will be isolated and lonely
- More carers are recognised and supported
- Better partnership working across the sectors to support carers of all ages
- Better utilisation of the Voluntary Community and Faith sector in supporting carers
- Greater emphasis of self-care and an increased universal offer for carers
- Raising awareness of carers and their role
- Better consistent information, support and signposting for carers

We are confident that the new service specification will deliver the eight key themes that carers have identified as important to them, the outcomes highlighted above, meets the requirements of GM, NW and national frameworks and fits well with the vision of the Bury 2030 work.